

ETC Annual Reporting Requirements 47 CFR §54.313(a)(2) through (a)(6) and (h)

**Section 1: Certification Required For ALL Recipients of High Cost Support (ILECs and CETCs)**


Section 54.313(a)(5)-(6) of the rules of the Federal Communications Commission ("FCC") requires **Knology of the Black Hills, LLC** (the "Company") to be able to make certifications regarding service quality standards and consumer protection rules and the Company's ability to function in emergency situations. The Company makes these certifications below

I, **Chad Wachter** am an officer of **Knology of the Black Hills, LLC** and hereby certify:

- That the Company is complying with applicable service quality standards and consumer protection rules.
- That the Company is able to function in emergency situations as set forth in §54.202(a)(2).<sup>1</sup>

**Name of Officer (Print):** Chad Wachter

**Title:** Vice-President, General Counsel

**Signature:** 

**Date:** 6/19/12

<sup>1</sup> Section 54.202(a)(2) requires ETCs to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

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**Section 2: State-Designated ETC Reporting**

In its *Clarification Order*, the FCC required state-designated ETCs that are subject to a state requirement to report to the state some or all of certain information annually, to file a copy of any relevant information with the FCC in 2012.<sup>2</sup> Specifically, state-designated ETCs must file information concerning outages, unfulfilled requests, and complaints as required in Section 54.313(a)(2)-(4) of the FCC's rules if the state requires ETCs to report some or all of this data.

X **Knology of the Black Hills, LLC** is located in **South Dakota**. This state commission's rules do require state-designated ETCs to file an annual report containing some or all of the following information: information concerning outages, unfulfilled requests and/or complaints. Pursuant to the *Clarification Order*, below is the relevant information that the Company provided in its most recent annual report:

**1. §54.313(a)(2): Service Outages**

The Company did not experience any service outages.

**2. §54.313(a)(3): Unfulfilled Service Requests**

The Company had no unfulfilled requests for service.

**3. §54.313(a)(4): Service Complaints**

The Company received one complaint in 2011. The complaint was not a formally written complaint that needed to be resolved with the involvement of other Company representatives outside the customer service department.

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<sup>2</sup> *Connect America Fund*, WC Docket No. 10-90, *A National Broadband Plan for Our Future*, GN Docket No. 09-51, *Establishing Just and Reasonable Rates for Local Exchange Carriers*, WC Docket No. 07-135, *High-Cost Universal Service Support*, WC Docket No. 05-337, *Developing an Unified Intercarrier Compensation Regime*, CC Docket No. 01-92, *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, *Lifeline and Link-Up*, WC Docket No. 03-109, *Universal Service – Mobility Fund*, WT Docket No. 10-208, Order, DA 12-147 (rel. Feb. 3, 2012) ("*Clarification Order*") at para. 10

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Certification of Officer as to the Statements Made Above and Accuracy of Any Data Provided  
Concerning Outages, Unfulfilled Requests, and/or Complaints

Name of Officer (Print):

Chad Wachter

Title:

Vice-President, General Counsel

Signature:



Date:

6/19/12